

GRIEVANCE

AUXILIUM COLLEGE(AUTONOMOUS), VELLORE – 632006

Currently Exam cell activity mostly includes a lot of manual calculations and is mostly paper based. The Software aims to bring in a centralized system that will ensure the activities in the context of an examination that can be effectively managed; we provide a competitive Quiz solution, formal Exam solution, informative Course solution and an engaging Assessment solution with certification. All of this for very competitive pricing! With our easy-to-use tool you can engage, train, and certify your employees or students! With our excellent support we stand out from most other Software.

ERP Features

- ✓ **Easy to learn and use**
- ✓ **Flexible for all students and staffs**
- ✓ **Highly Interactive Interface**
- ✓ **Advance reporting System**

Key Indicators

Grievance

-  **Login Page**
-  **Sign in Page**
-  **Grievance Type**
-  **Grievance Statistical**
-  **Grievance Members**
-  **List Grievance**
-  **Assign Grievance**
-  **Grievance Report**
-  **View Complaints**
-  **Post Complaints**
-  **Student Dashboard**

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LOGIN PAGE

SUBMENU: Login Page

The screenshot shows the website's header with contact information: office@auxiliumcollege.edu.in and +91 7598598809. The navigation menu includes Feedback, Online Admission, and ERP Login (circled in red). The main content area features a large banner image of a graduation ceremony. The footer contains a search bar and system tray information.

SIGN IN PAGE

SUBMENU: Sign In Page

The screenshot displays the ERP Admin login interface. It includes the Auxilium College logo and the text 'AUX Admin Knowledge is virtue'. The login form has two input fields: one for the username '30522U04002' and another for the password (masked with dots). A blue 'Sign me in' button is circled in red. Below the form is a 'Forgot password?' link. The footer contains the copyright notice: '© 2024 All Rights Reserved by AUXILIUM COLLEGE (AUTONOMOUS)'. The background features an image of the college building.

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Grievance

SUBMENU: Grievance Type

AUX ERP

Home / Grievance Type List

Grievance Type List

Show 10 entries

+Add

Search:

#	Grievance Name	Grievance Code	Action
1	Infrastructure	GRIN360026	✎ ✖
2	ERP	GRIER2	✎ ✖
3	Examination	GRIEX38896	✎ ✖

Showing 1 to 3 of 3 entries

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Student
Staff
Attendance
Fee
Timetable
CertificateCourse
TaskManagement
Quiz
Grievance
Grievance & Redressal Report
Grievance Assign
Grievance List
Grievance Memebers List
Grievance Statistical Report
Grievance Type
Calender
Communication
Hostel
Biometric

Grievance

SUBMENU: Grievance Statistical

AUX ERP

Home / Statistical Report

Statistical

Infrastructure 100.00%

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Grievance

SUBMENU: Grievance Members

Grievance Members List

Show 10 entries

#	Staff Name	Grievance Type	Role	Action
1	Dr. (Sr.) Amala Valarmathy A.	Infrastructure	GRIEVANCE INCHARGE	
2	Sr. Juliana Agnes Victor	Infrastructure	GRIEVANCE INCHARGE	
3	Dr.(Sr.) Jaya Santhi A.	Infrastructure	GRIEVANCE INCHARGE	
4	Erp Admin	Infrastructure	GRIEVANCE INCHARGE	
5	Sr. Juliana Agnes Victor	ERP	GRIEVANCE INCHARGE	
6	Dr.(Sr.) Jaya Santhi A.	ERP	GRIEVANCE INCHARGE	
7	Dr. (Sr.) Amala Valarmathy A.	ERP	GRIEVANCE INCHARGE	
8	Erp Admin	ERP	GRIEVANCE INCHARGE	
9	Sr. Juliana Agnes Victor	Examination	GRIEVANCE INCHARGE	
10	Dr.(Sr.) Jaya Santhi A.	Examination	GRIEVANCE INCHARGE	

Showing 1 to 10 of 12 entries

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Grievance

SUBMENU: List Grievance

List Grievance

Select Grievance Type: -- Select All--

Infrastructure

Grievance Details

Attachment:

Submission Date&Time: 13/12/2023 18:32:17

Sender Name: SANJANA H

Subject: Testing

Content: Testing the grievances

Reply From Admin

Replier Name: Not Yet Assigned

Reply Date: No Reply

Replied Message: No Reply

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GRIEVANCE AUXILIUM COLLEGE(AUTONOMOUS), VELLORE – 632006

Grievance

SUBMENU: Assign Grievance

Assign Grievance

Grievance Type: -- Select--
Select Staff: -- Select --

<input type="checkbox"/> Select All	Sener Name	Grievance Name	Submission Date&Time	Action
<input type="checkbox"/>	SANJANA H	Infrastructure	13th/December/2023 18:06:17	

Assign Cancel

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Grievance

SUBMENU: Grievance Report

Grievance Report

Type: Select | From: Select Date | To: Select Date | Grievance Type: Nothing selected | Get

Copy Excel PDF | Search:

S.No	Sender Name	Title	Subject	Content	Submission Date	Replier Name	Reply Messages	Reply Date
1	SANJANA H	Infrastructure	Testing	Testing the grievances	13/12/2023 18:32:17	Not Yet Assigned	No Reply	No Reply

Showing 1 to 1 of 1 entries

Print

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Grievance

SUBMENU: View Complaints

The screenshot shows the 'View Complaints' dashboard. At the top, there are three summary cards: 'TOTAL COMPLAINTS' with a value of 0, 'PENDING COMPLAINTS' with a progress bar and the text 'Better than last week (54.9%)', and 'REPLIED COMPLAINTS' with a progress bar and the text 'Better than last week (54.9%)'. Below these cards are three horizontal bars representing different complaint categories: 'Infrastructure', 'ERP', and 'Examination'. The left sidebar contains a navigation menu with 'Grievances List' circled in red. The top navigation bar shows the user's name 'ANGEL ROMANA E' and the URL 'erp.auxiliumcollege.edu.in/DashBoard/DashBoard'.

Grievance

SUBMENU: Post Complaints

The screenshot shows the 'Post Complaint' form. The form has several fields: 'Type' with a dropdown menu showing '--- Select Grievance Type ---', 'Subject' with a text input field, and 'Content' with a rich text editor. Below the form is an 'Attachment' section with a '+ Add files...' button. At the bottom of the form, there are two buttons: 'Post' (blue) and 'Cancel' (red). The left sidebar contains a navigation menu with 'Post Complaint' circled in red. The top navigation bar shows the user's name 'ANGEL ROMANA E' and the URL 'erp.auxiliumcollege.edu.in/DashBoard/DashBoard'.

GRIEVANCE AUXILIUM COLLEGE(AUTONOMOUS), VELLORE – 632006

Grievance

SUBMENU: Post Complaints

If a student has any Grievance regarding the infrastructure facilities and services offered or any other requirements the student will convey it in the Student Forum Meet through the Class Leaders or drop letters in the suggestion box. A facility to record the grievance online through the ERP Portal is also available.

Before lodging any complaint kindly read the following terms and conditions given below:

- Anyone who is facing genuine grievances with regard to the college infrastructure, curriculum, ragging, sexual harassment, teaching, research, scholarship, controller of examinations, fine arts, sports, placement, HRD, canteen, library, RESCAPES, hostel, online fee payment are allowed to file a complaint on the issue.
- THE STUDENTS NAME AND IDENTITY WILL REMAIN ANONYMOUS.
- The Suggestion Box has also been installed in front of the Vice Principal's Room, and the college office. Written grievances are to be dropped into these boxes.
- Strict action will be taken on false report or false accusation against a person.
- Grievances related to Academics and Administration can be redressed only after conducting a thorough investigation by the GRC.
- The committee formally will review all cases and will act accordingly as per the Management policy.
- Grievances related to fees will be taken up only if relevant proof is furnished to the GRC.
- The Student or Person, who is willing to launch any complaint, shall send their representation for redressal of their grievance by logging into Holy Cross College Students Portal. All aggrieved parents may also thenceforth approach the Grievance Redressal Committee.

Function of the Grievance Redressal Committee:

- The Grievance Redressal Committee will act upon those cases which has been forwarded along with the necessary documents.
- Decisions regarding the grievances recorded will be rectified only after notifying the Principal.
- The Grievances recorded will be resolved within 7 working days from the date of filling.

Exclusions:

GRC shall not entertain following issues.

1. Decisions of the Academic Council / Board of Studies and other academic / administrative committees constituted by the college.
2. Decisions with regard to award of scholarships / fee concessions / awards / medals.
3. Decisions made by college under the Discipline Rules and Misconduct.
4. Decisions of the competent authority on assessment and examination result.
5. Decisions of the university about admissions in any courses offered by the institute.
6. Decisions of the college management regarding the rules and regulations mentioned in the student contract during the time of admission.

I have read the terms and conditions

[Submit](#)

Grievance

SUBMENU: Student Dashboard

Word Of The Day
Loading... [View Detail](#)

Total Students
3384 [View Detail](#)

Day Order
4 [View Detail](#)

Courses
5 [View Detail](#)

Absent Count
7 [View Detail](#)

Calendar
January 2024

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Events

- 04/01/2024
- 05/01/2024
- 06/01/2024
- 07/01/2024
- 08/01/2024
- 09/01/2024